

OFFICE OF THE CIRCUIT EXECUTIVE
UNITED STATES COURT OF APPEALS
FOR THE SIXTH CIRCUIT
503 POTTER STEWART UNITED STATES COURTHOUSE

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CIRCUIT EXECUTIVE

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Request for Quotation
Open Market
Lowest Price, Technically Acceptable

Video Teleconferencing Assessment and Improvements Planning Project

RFQ Number: 14-0919-03

Request Date: 9/19/2014

Special Notes:

This is a request for **Open Market Pricing**.

All items should be quoted **f.o.b. Destination**

Quotes may be e-mailed to the below listed address by **4:30PM EDT on September 24, 2014**. Hand-carried quotes must be delivered by the same time at 100 East 5th Street, Suite 715, Cincinnati, OH 45202 to *Attention: Kelly Mocahbee*. **Submit a quotation by using the attached quote sheet.**

A fixed price award from this RFQ will be made based on the lowest priced, technically acceptable offer.

Quotes and questions concerning this RFQ should be addressed to Kelly Mocahbee at the U.S. Court of Appeals for the Sixth Circuit, 513-564-7240 and Kelly_Mocahbee@ca6.uscourts.gov.

The **Delivery Address** for this purchase will be: 100 East 5th Street, Suite 715, Cincinnati, OH 45202.

Sincerely,

Kelly Mocahbee

Attachment

Final Version
STATEMENT OF WORK (SOW)

Video Teleconferencing Assessment and Improvements Planning Project

United States Court of Appeals for the Sixth Circuit
Office of the Circuit Executive
100 E. Fifth Street, Suite 503
Cincinnati, OH 45202

1.1 INTRODUCTION:

Video Conferencing is becoming increasingly important to the overall operations of the Sixth Circuit Court of Appeals. Judges will use the video conferencing capabilities for a variety of purposes. They may use these systems for participating in court hearings, court conferences, committee conferences, one-on-one communications with other judges/court staff, and interviewing potential law clerks.

The judges may access video conferencing systems in a great variety of settings including, from within one of the Potter Stewart Courthouse (PSCH) courtrooms, from the judges' conference room(s), from their chambers conference room or from their desk.

The U.S. Court of Appeals for the Sixth Circuit (the court) currently has a mix of video conferencing systems in place. We have a locally maintained Cisco TMS with Codian Bridge. We have 3 courtroom systems and a judges' conference room system which run through our locally maintained TMS. Additionally, we have access to the "national video tele-conferencing service" (NVTCS), a judiciary-wide Cisco TMS system. We have several endpoints in Cincinnati and many PC-based (web cam and Jabber) setups in chambers throughout the circuit.

1.2 OBJECTIVES:

The court has experienced numerous failures and service level challenges with its current video teleconferencing systems.

The Office of the Circuit Executive's IT Department needs to move into a self-sufficient position as it relates to the operations of the circuit-wide video conferencing. The responsibilities for the video conferencing system rest primarily with the Assistant Circuit Executive for IT and the Data Network Administrator at this time. The duties will be assigned to a newly created position.

We seek video conferencing systems expertise to assess our current systems, make recommendations for any improvements, and then map a course for further improvement and growth including the migration from a local infrastructure to the NVTCS system. The contractor will guide the Assistant Circuit Executive for IT (the senior-most IT manager for the court) through all phases of the project. The contractor will work closely with additional court IT staff.

At the conclusion of the project, we intend to have a simple and intuitive interface by which judges and staff can execute video conferences (schedule, connect, participate, and end) without

the intervention of IT staff. Infrastructure and/or network upgrades, if needed, will be documented. Any proposed configuration changes will be recommended. Training for IT and/or end-user staff will be identified and recommended. The ultimate goal is a video conference system capable of delivering courtroom quality video and audio to all parties of a video conference.

1.3 SCOPE:

The contractor must assess current video tele-conferencing infrastructure (local and national), identify areas for improvement, develop a plan for improvement, develop a plan for future expansion of video conference use, and identify end user training and technical administrator training needed. The contractor must also prepare and present a detailed “best practices” document for the use and management of the VTC infrastructure.

1.4 SPECIAL REQUIREMENTS/INFORMATION:

The contractor must be versed in all aspects of video conferencing in general with a detailed knowledge of Tandberg/Cisco products (TMS, VCS, Content Server, C90, C60, C40, C20) and a detailed knowledge of Codian Bridges. Preference will be given to contractors that have current Tandberg/Cisco certifications.

2 REQUIREMENTS

The project will have an assessment phase, a recommendation phase, and an observation and advice phase.

Assessment Tasks:

The contractor must identify any limitations that may impede the video conference systems. These include both physical limitations as well as configuration limitations.

- *Assess courtroom systems (Cisco c40 in each of three courtrooms)*
- *Assess judges meeting room system (Cisco c90 and two c20)*
- *Assess internal Cisco/Tandberg TMS and systems (VCS Gatekeeper, Codian Bridge, and content server)*
- *Assess National Video Tele-Conference Service (interface)*
- *Assess end user PC / Jabber configurations (Dell i5-7 PCs , 4-8G RAM, Win 7, Tanberg or Logitech Web Cam)*
- *Assess end points / systems and peripherals (endpoints in PSCH plus proposed remote pilot SX10)*
- *Assess networks (physical LAN, WAN, switch configurations, router configurations)*
- *Identify systems to build on for future development*
- *Identify new systems to deploy to compliment future development*
- *Identify systems that may be phased out to streamline operations*

Recommendation Tasks:

The contractor must prepare a detailed plan to remove or reduce the limitations identified. The contractor shall also detail immediate improvements to any of the above systems in order to improve reliability and functionality. The contractor shall:

- *Outline best practices for maintenance and operation of systems*
- *Outline best practices for assessing future improvements*
- *Assess the court's current practices in relation to industry best practices and make recommendations where the two do not reconcile*

Observation and Advice Tasks:

During the assessment phase and while on-site in Lansing, Michigan, vendor will observe court staff during the installation of court-provided Cisco SX10 endpoint. Vendor shall be available to court staff for advice and collaboration, and the installation exercise shall factor into the assessment data collected. If, at the court's convenience, the installation of the SX10 pre-dates the vendor's assessment site visit, then the vendor will review court staff's work post-installation and include findings within the assessment.

3 DELIVERABLES

The contractor shall provide:

- *Written assessment of VTC infrastructure detailing plans for improvement and future development*
- *Design documents for all proposed improvements and updates to the VTC infrastructure*
- *Written market analysis of the VTC products and processes currently available*
- *Written best practices for maintenance and operation of VTC infrastructure*
- *Written best practices for assessing systems for future improvements and development*
- *Training plan for end users to make video tele-conferencing "self serve"*
- *Training plan for VTC administrators; plan should detail coursework and certifications required for management and operations of the infrastructure*
- *Sixteen hours of general-level, one-on-one VTC administration training or mentoring in Cisco/Tandberg TMS and systems (VCS Gatekeeper, Codian Bridge, and content server) for four court staff. Training to be conducted on-site at the Potter Stewart Courthouse in Cincinnati, Ohio.*

3.1 SCHEDULE FOR PERFORMANCE

- *Assessment phase complete – 30 calendar days after start of assessment*
- *Written assessment of VTC infrastructure – 15 calendar days after assessment phase completion*

- *Design documents for all proposed improvements and updates to VTC infrastructure – 10 calendar days after the court’s approval of assessment*
- *Written best practices for maintenance and operation of VTC infrastructure – 10 calendar days after the court’s approval of assessment*
- *Documented training plan detailing recommended class or coursework and certifications for end users – 20 calendar days after the court’s approval of assessment*
- *Written market analysis of VTC products and processes currently available – 10 calendar days after the court’s approval of assessment*
- *Written best practices for assessing VTC systems for future improvement and development – 10 calendar days after the court’s approval of assessment*
- *General-level, one-on-one technical training for court VTC staff – 45 calendar days after the court’s approval of the training plan document*

3.2 REVIEW PERIOD FOR DELIVERABLE(S)

The judiciary reserves 14 calendar days to review each deliverable. The vendor will be notified via e-mail if a deliverable requires corrections. If corrections are required, they are to be done at no additional charge to the judiciary.

4 ENVIRONMENT:

4.1 LOCATION(S) FOR PERFORMANCE:

Primary site work will take place at the Potter Stewart U.S. Courthouse in Cincinnati, Ohio. The address is:

*100 E Fifth Street
Cincinnati, OH 45202*

Additional site work may take place at two divisional offices located in U.S. Courthouse space at Nashville, Tennessee, and Lansing, Michigan.

*300 Customs House
701 Broadway
Nashville, TN 37203*

*315 West Allegan
Suite 213
Lansing, MI 48933*

More Detailed description of the Judges’ Conference Room System and the three Courtroom Systems

The Judges’ Conference Room system consists of one c90 and two c20 endpoints for video paired with three 1080p cameras. The c90 codec processes audio and the c20s are for side views but not audio.

Room audio and phone line integration are through a Biamp Audia Flex unit. Microphones for the room are Shure MX200 series for over the table and Revolabs for the portable microphone solution.

Video is displayed on three 55in LED monitors and an Extron digital (matrix) switcher controls which input gets sent to which output. A Dell PC used for content and presentation as well as two PC-VGA inputs mounted under the conference table. The Dell PC is controlled by a Gyratation wireless keyboard and wireless presentation pointing device.

A wireless Crestron controller is used to manage the audio/video conferences and also presentation settings. A Crestron lighting module also allows control of the room lights.

***Courtroom Video conferencing** is accomplished by a Cisco c40 in each rack and two 1080p cameras (one for bench view and one for podium view) in each courtroom. Each courtroom has various LED Monitors for far end video. In the sixth floor courtrooms, monitors are mounted at rear of courtroom up on the wall, one smaller monitor mounted to front of bench, and a monitor on a cart. In the fourth floor courtroom, there are 4 monitors that are rolled in (two facing podium/gallery and two facing bench).*

The audio processor for all courtrooms is a Lectrosonics. Each courtroom uses Kramer for a digital matrix switcher. Audio streaming is handled by Barix Instreamers and Video streaming is handled by an Extron streaming media encoder.

All courtroom technology (except audio recording) is controlled by a wired Crestron touch screen controller

4.2 GOVERNMENT FURNISHED PROPERTY

A work surface or desk will be provided for a work area while on site. No other equipment, computer, printer, etc. will be provided by the government.

4.3 CONTRACTOR FURNISHED MATERIAL

Contractor shall provide all materials needed for the completion of duties as determined by this document.

4.4 ACCESS TO JUDICIARY IT NETWORKS

Supervised and only as needed in the performance of duties to assess and improve infrastructure.

5 ADDITIONAL BIDDING INFORMATION

The court is tax exempt and a tax exemption certificate may be provided upon request. Payments may be made in arrears upon receipt. The vendor should clearly mark prompt payment discounts, otherwise payment terms shall be Net 30. The vendor may bill incrementally as work is accomplished and deliverables are accepted.

Court Contact(s):

Ronald Dowling, Assistant Circuit Executive for Information Technology

ron_dowling@ca6.uscourts.gov

(513) 564-7235 office

(513) 260-7086 cell

Michael Davison, Data Network Administrator

michael_davison@ca6.uscourts.gov

(513) 564-7233 office

Quote Sheet for RFQ Number: 14-0919-03

Video Teleconferencing Assessment and Improvements Planning Project

Item No.	Description	Quantity	Unit	Unit Price	Extended Price
1	Engineering and Assessment		hours		
2	Document Preparation and Support		hours		
3	On-site Training	16	hours		
4	Travel				
				TOTAL	

Vendor's Name

Vendor's Phone Number/fax number/e-mail address

Vendor's Street Address

Vendor's City, State, and Zip Code

Signature of Person Authorized to Sign Quote

Date

Printed or Typed Name of Signator

DUNS Number

Discount Terms or Net 30?